

**EXECUTIVE SUMMARY**

Passenger services of the Indian Railways are available on both Suburban and Non-suburban sections. While the non-suburban train services cover long distance trains, the suburban services are meant for short distances, normally up to 150 Km. to facilitate rapid movement of passengers within the cities, suburbs and extended suburbs.

The report focuses on the performance of Indian Railways on operational efficiency in providing adequate suburban train services including the efficiency in ensuring optimum utilisation of rolling stock and provision of requisite infrastructure; the adequacy of security and amenities provided to passengers availing of suburban train services and the efficiency in improvement of overall financial performance of the suburban train services.

**The major Audit findings are mentioned below:**

- I. In respect of traffic target *vis-a-vis* achievement ER, SR and Metro Rail, Kolkata registered negative growth. Further, overall growth in number of passengers in suburban section of the IR during 2014-15 was also negative as compared to the previous year 2013-14. The number of passenger carried during 2014-15 was one *per cent* less than the previous year.  

*(Para 2.1)*
- II. During the period January 2010 to December 2014, out of 33445 deaths in suburban sections, 19868 deaths (59 *per cent*) occurred due to line crossing/trespassing. Further, 17638 (52.74 *per cent*) death cases occurred in Mumbai suburban section alone. A total of 4885 deaths cases (15 *per cent*) occurred due to falling from running trains, of which 4002 deaths (82 *per cent*) occurred in Mumbai suburban section alone.  

*(Para 2.3)*
- III. A variety of reasons i.e. weak condition of track, points and crossings, encroachment along the Railway tracks, weak bridges and others (Signalling, level crossing etc.) resulted in imposition of speed restrictions and their persistence for years indicated that the IRs did not initiate effective remedial measures to withdraw speed restrictions.  

*(Para 2.4)*
- IV. Non-achievement of the targets set for track related works on the suburban section of all the Zonal Railways indicate that Railways could not monitor the on-going works which led to deficiencies in track maintenance affecting punctuality and safe operations of suburban services. There were 743 works in progress as on March, 2015 on five Zonal Railways (CR, ER, SR, WR and Metro Railway, Kolkata). Audit scrutiny of 204 selected works undertaken during 2010-15 revealed time overrun ranging between one month and 69 months in respect of 106 works and cost overrun of ₹ 56.21 crore in respect of 51 works such as Traffic facility works, Road safety works-level crossings etc.  

*(Paras 2.4.1 and 2.4.6)*
- V. Indian Railways could not achieve the target of elimination of level crossings as envisaged in the Vision 2020 documents. Besides, tardy progress of bridge works

for elimination of level crossings indicated lack of concern of Indian Railways in minimising accidents at level crossings.

*(Para 2.4.3)*

- VI. There was shortfall in provision of booking counters as per norms under Minimum Essential Amenities at 51 stations inspected on six Zonal Railways (ER, SCR, SER, SR, WR and Metro Rail, Kolkata). Out of 153 selected stations, gents toilets had not been provided at five stations in two Zonal Railways (CR -1 and SR-4) while ladies toilets had not been provided at all on 32 stations of three Zonal Railways (CR-1, ER-5 and SR-26). Foot Over Bridge (FOB) of six meter width was required to be provided at all suburban stations. FOBs of the prescribed size of six meter width had not been provided at all at five stations (ER-4 and SR-1).

*(Para 3.1)*

- VII. There was no reduction in operational losses of any Zonal Railways during 2010-15.

*(Para 4.1)*

***Recommendations: IR may work towards;***

- i. Enhancement of carrying capacity of Electric Multiple Unit (EMU) rakes, increasing the frequencies of suburban train services and effective action to operate train services as per time schedule maintaining punctuality to ease overcrowding and accidental deaths.*
- ii. Expediting works relating to capacity augmentation such as elimination of Level Crossings, withdrawal of speed restrictions, removal of encroachments especially in safety zone, introduction of new coaches, replacement of over-aged rolling stock etc.*
- iii. According priority for requisite passenger amenities at stations in a time bound manner besides ensuring safety measures such as raising platform height, fencing between tracks to prevent deaths etc.*
- iv. Expediting implementation of the Integrated Security System (ISS) at all identified sensitive stations and providing other essential security measures such as Close Circuit Television (CCTV), Door Frame Metal Detector (DFMD) and preventing unauthorised entry at important stations on priority basis.*
- v. Identifying the areas for minimising operational costs of suburban train services and generating revenue through rationalisation of suburban fares.*
- vi. Establishing a separate organisational set-up for the suburban train services to increase organisational efficiencies in the concerned zones.*